

106503/10/03

Revised

**CITY OF RIVERSIDE**  
**HUMAN RESOURCES DEPARTMENT**  
**CLASSIFICATION SPECIFICATION**

---

**TITLE: UTILITIES PROGRAMS AND SERVICES REPRESENTATIVE**

**DEFINITION**

Under general supervision, participate in the activities of the Programs and Services or the Business Development Section of the Public Utilities Department; to assist in the growth objectives of programs and services funded by the Public Benefits Charge; to provide account management assistance in the marketing of electric and water services to current and potential industrial, commercial and residential utility users.

**REPORTS TO:** Utilities Public Benefit Manager

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Utilities Public Benefit Manager.

**EXAMPLES OF DUTIES**

Typical duties may include, but are not limited to, the following:

- Assist with program development and design for residential and non-residential public benefit programs.
- Interact with customers, including high volume telephone contact, for program administration, high bill complaints/resolution and requests for materials and inspection appointments.
- Interact with customers and potential customers to further the efforts of the Business Development Section.
- Research and provide energy conservation methodologies and needs assessment to support all proposed efficiency programs for electric and water usage.
- Develop projections and research energy use patterns for existing and potential customers.
- Oversee the part-time Utility Installer/Surveyor staff that perform regular program inspections, field and office support.
- Assist with community-based education presentations to interested consumers and local schools.
- Participate in community events such as Riverside Wednesday Night, Orange Blossom Festival, Riverside Air Show, as necessary.
- Participant in Chamber of Commerce meetings, community groups, Mayor's Night Out and other public functions as assigned.

**QUALIFICATIONS**

**Knowledge of:**

- Pertinent federal, state and local policies, procedures and regulations.
- Electric power and water usage.
- Energy conservation methodologies.

- Marketing principles and practices with respect to account management and sales.
- Principles and practices of organization, office methods, procedures and equipment.

**Ability to:**

- Provide in depth analysis of program marketing and performance.
- Prepare and present clear and concise administrative reports, letters and memorandums.
- Act in a leadership role as necessary.
- Communicate clearly and concisely, both orally and in writing.
- Utilize a personal computer and applicable software to perform program tracking, performance and feasibility analysis.
- Work weekends and evenings as required.
- Develop and maintain positive working relationships with customers, staff and community groups.
- Ability to work both independently and as a team member.

**Education and Experience:**

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to an Associate's Degree from an accredited college or university with major work in energy conservation, marketing, business, engineering or a related field. Additional qualifying experience may substitute for the education requirement on a year-for-year basis.

Experience: One year of experience in programs and service activities for an electric, water or other utility or sales organization.

**MEDICAL CATEGORY:** Group 1

**NECESSARY SPECIAL REQUIREMENT**

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

**CAREER ADVANCEMENT OPPORTUNITIES**

**FROM:** Utilities Program and Service Representative

**TO:** Utilities Senior Program and Service Representative